



Republic of the Philippines  
Lungsod ng Quezon

# **NOVALICHES DISTRICT HOSPITAL**

683 Quirino Highway, Brgy. San Bartolome Novaliches Quezon City 1116  
8931-0312 | ndh@quezoncity.gov.ph



## **TERMS OF REFERENCE FOR PREVENTIVE MAINTENANCE OF VARIOUS MEDICAL EQUIPMENT IN NOVALICHES DISTRICT HOSPITAL**

1. Undertake Preventive Maintenance according to Phase Schedule. Changes on the frequency and schedules of the preventive maintenance will be subjected on the agreement with **NOVALICHES DISTRICT HOSPITAL**.
2. Preventive Maintenance includes, among others, a general functional check-up of all the parts of the equipment, especially the vitals ones; including calibration, cleaning and notice/recommendation to replace parts and preparation/submission of technical service reports.
3. Provide **NOVALICHES DISTRICT HOSPITAL** the list of tools and instruments that will be used for calibrating the equipment; and, a certification that the equipment is maintained and calibrated in accordance with International Safety Standards.
4. The bidder must Accredited and Authorized Calibration Laboratory for Biomedical Testing Equipment in the Philippines with an established Office within Metro Manila that assures immediate Service for ON CALL Requested Service.
5. Submit the appropriate certificates of preventive maintenance, operations and/ or safety duly signed by a PRC License Engineer for their calibration of the unit to **NOVALICHES DISTRICT HOSPITAL**, upon rendition of every service.
6. Terms of Delivery: Upon issuance of notice to proceed until December 31, 2025.
7. For every service rendered every phase schedule, the **SERVICE PROVIDER** shall charge **NOVALICHES DISTRICT HOSPITAL** the service price consistent with the approved and agreed pricing by **NOVALICHES DISTRICT HOSPITAL** one (1) month/30 days after the phase schedule.
8. Manpower:
  - Service team is managed by a full-time employee and a duly licensed engineer, preferably an electronics engineer with a valid PRC ID in compliance with RA9292.
  - Calibration certificate should sign by a full-time employee and a duly licensed engineer with a Valid PRC ID.
  - The bidder must deploy at least one (1) Technical Admin with TESDA Biomedical Equipment Servicing NC II Certificate, and two (2) TESDA Biomedical Equipment Servicing NC II Certified Technicians to **NOVALICHES DISTRICT HOSPITAL**, to duty and perform maintenance activities as stated required and agreed by both parties from Monday to Friday, 08:00 AM to 05:00 PM, except Saturdays, Sundays, Holidays, and in cases of force majeure.
  - The above positions should not supersede function to each other.
9. Abide by and cause its personnel to comply with any laws, rules, and regulations applicable to its operations/business as well as with all existing policies and guidelines and such other hospitals regulations issued from time to time by **NOVALICHES DISTRICT HOSPITAL** or any of its Hospital Committees, Sections or Department including office orders issued in relations to the service under this contract.
10. Notarized Certificate that the bidder must be in the business for at least 5 years. (Must Present SEC/ DTI REGISTRATION)



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11. Must have an existing contract for Preventive and Calibration in other government hospital for at least five (5) years continuously (must present a contract/purchase order and certification from the hospital)
12. Bidder must have PREVENTIVE MAINTENANCE AND CALIBRATION SERVICE PROVIDER with a single largest similar contract with tertiary level hospital in Metro Manila.
13. Must have Certificate of Very Satisfactory Performance minimum of three (3) government hospital.
14. The supplier shall provide a training on the proper handling and maintenance of the Equipment to the end – users to the hospital maintenance staff (at least 10 staffs who are designated on the said equipment) and provide training certificate.

### **SCOPE OF SERVICES**

- 1 SERVICE PROVIDER shall provide qualified Technical Service Personnel with the right tools and certified testing equipment to conduct the required maintenance on the agreed schedule for the equipment listed above.
- 2 SERVICE PROVIDER should have an authorized calibration laboratory for testing equipment (test tools) in the Philippines.
- 3 The Agreement shall consist the following:
  - a. PREVENTIVE MAINTENANCE AND CALIBRATION - A complete equipment system functional check, cleaning and calibration/adjustments for either mechanical or electronic reliability to ensure optimum working condition of the equipment  
  
Key performance indicator for Preventive Maintenance:
    - 100% hit-rate on conducted vs. scheduled for Life-support medical equipment
    - At least 90% hit-rate on conducted vs. scheduled for Non life-support medical equipment
  - b. For any other equipment not included in the contract, SERVICE PROVIDER shall charge CITY separately for the services provided.
  - c. DOCUMENTATION AND REPORTS – SERVICE PROVIDER shall document all the maintenance services done as well as parts replaced, troubleshooting performed in order to have a readily available historical data.

SERVICE PROVIDER shall provide CLIENT the following documents:

- Service Reports
- Preventive Maintenance Checklists
- Calibration Certificates (as necessary)
- PM/Calibration Plan/List of Medical Equipment under contract
- List of Test and Measurement Tools



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- Valid TESDA Biomed Equipment Servicing NC II Certificates of Technicians performing the Service
- Valid PRC License of Engineers performing the Service

SERVICE PROVIDER shall provide CLIENT the following:

- Monthly Report – submitted every 5th working day of the following month
  - Phase Report – submitted every 5th working day of the following month (e.g. 1st Phase– every 5th working day of the Month)
- d. TECHNICAL EVALUATION– SERVICE PROVIDER shall provide free service evaluation, check-up of equipment that requires minor repairs. Technical report will be submitted within 48 hours.
- e. In cases where the SERVICE PROVIDER encounters any equipment that needs to undergo CORRECTIVE MAINTENANCE or MAJOR REPAIR, the SERVICE PROVIDER shall report to any representative from NOVALICHES DISTRICT HOSPITAL. The SERVICE PROVIDER may opt to offer a separate quotation for these additional services.
- f. IN-SERVICE EDUCATION – SERVICE PROVIDER shall provide training, every 6 months, to end-users in coordination with the Training Department of hospital, topics will be in relation to hospital facility management or healthcare technology management.

Submitted by:

  
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Approved by:

  
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